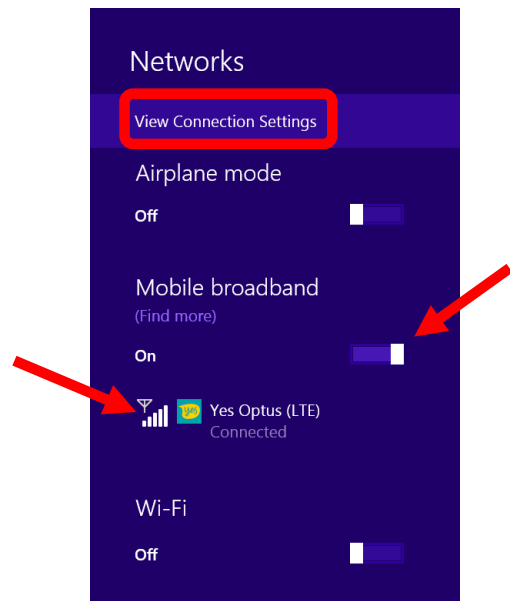# Troubleshooting Guide applicable to:

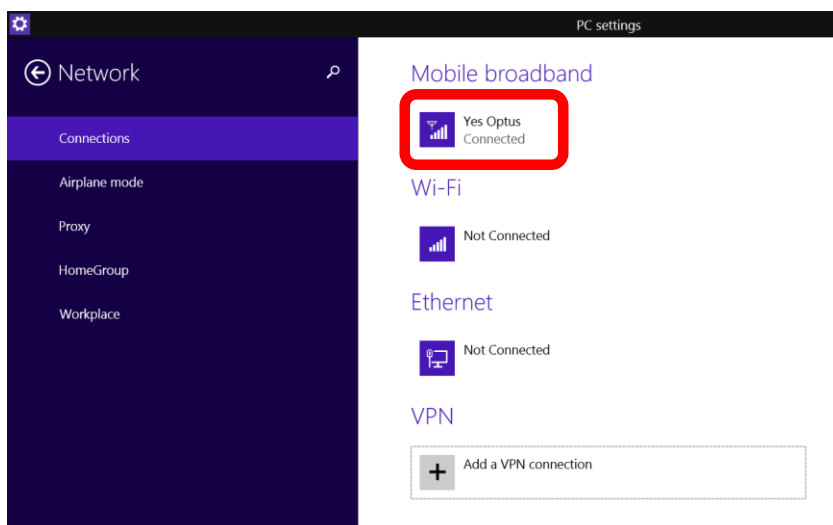## ➢ *My Optus internet connection is not working on my tablet*

Step 1:

Check your Mobile Broadband Network option is switched **ON** and that you have coverage registering against "Yes Optus".

If you answer yes to both of these checks, click on *View Connection Settings* at the top of the Networks panel.
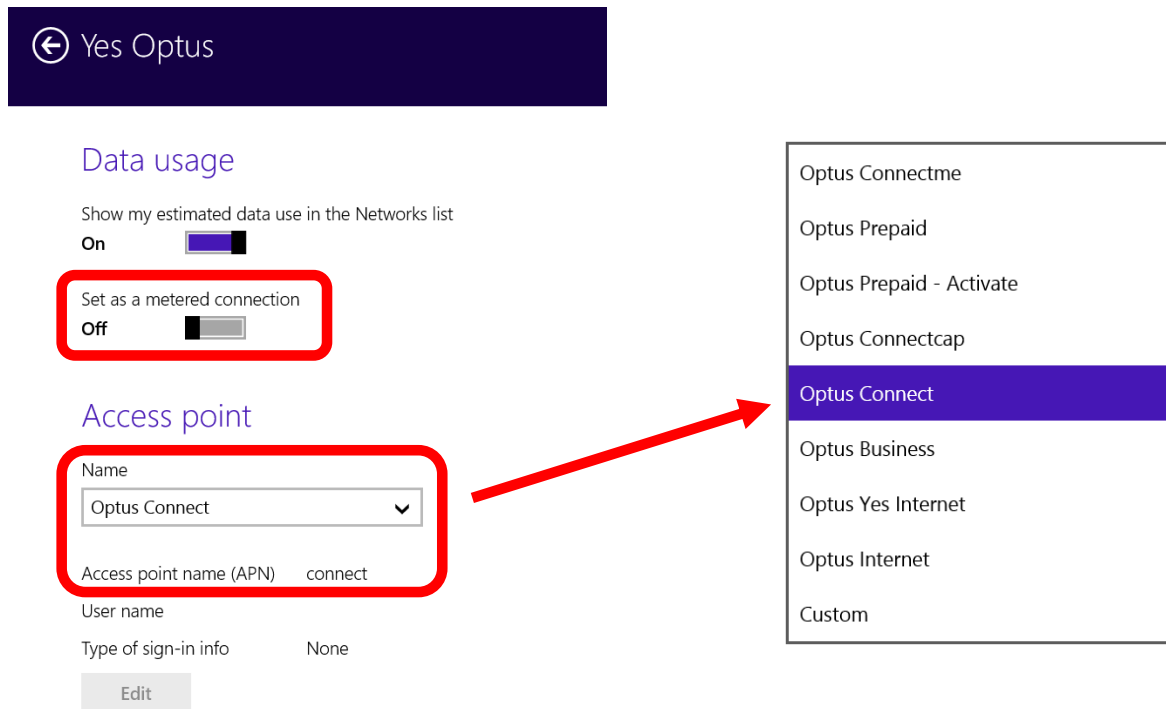

Step 2:

Click on *Yes Optus* under the Mobile Broadband category.

Step 3:

Under the heading *Data Usage*, ensure the option for metered connection is switched **OFF**.

Check the Name from the drop-down list under the heading *Access Point* is selected as "Optus Connect". It should automatically update the Access Point Name (APN) to be "connect", as seen in the below image.

Close the window by moving the mouse cursor to the top-right of the screen and clicking the **X**.
The settings will be saved automatically.

Step 4:

Click on "Yes Optus" from the Networks list.

Ensure the box is ticked for "Connect automatically" and click the Connect button.

Once the connection has been established, it will be labelled as Connected.